



# Problem Resolution Report

NG/CoSD-037

***NORTHROP GRUMMAN***

**Date:** August 29, 2008

## **Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

## **Issue or Problem:**

The Parties wish to provide updated Resource Unit Pricing for Video Teleconferencing Bridging Services and Resource Unit Pricing for Video Teleconferencing Systems (VTC Systems).

## **Resolution:**

The Resource Unit pricing providing for Video Teleconferencing Bridging Services will be amended as follows. The Resource Unit Pricing shall be \$0.99 per minute per conference point for the first three (3) County participants and any additional County (at a County designated site) site participant shall be at no charge up to a total of 24 simultaneous points.

Five new VTC Resource Units will be added to the Agreement as follows:

RU #1 - Tandberg Set-top 770MXP Monthly RU Price \$374.44

RU #2 - Tandberg Edge 85 MXP Set-Top Monthly RU Price \$499.92

RU #3 - Tandberg Profile 3000 MXP With 32" LCD Monitor Monthly RU Price \$747.87

RU #4 - Tandberg Profile 3000 MXP with 42" Plasma Monitor Monthly RU Price \$874.46

RU #5 - Tandberg Profile 6000 MXP with 50" Plasma Monitor Monthly RU Price \$1,341.51

These VTC Resource Units are based on the following conditions:

1. Video Teleconferencing equipment shall connect to the network via End User Data Jacks purchased separately.
2. The resource unit prices shown above each contain an allocation of a fixed cost for common equipment (a Gatekeeper and a Border Controller, described in the attached Statement of Work description). If the County orders fewer than 20 VTC systems by March 1, 2009, the resource unit prices will be adjusted upward by reallocating the costs of the common equipment over the actual number of VTC systems installed by March 1, 2009. If the County orders more than 45 VTC systems by September 1, 2009, the Resource Units will be adjusted downward by reallocating the costs of the common equipment over the actual number of VTC systems installed by September 1, 2009.
3. The amortization schedule for NBV and refresh calculations will be 60 months.
4. The refresh schedule for the VTC systems will be a new/replacement system will be installed at the time a VTC system is ordered and then will be refreshed on month 61.
5. At the end of the Term the County will purchase the VTC systems from the Contractor at the NBV calculated for each VTC system.



## Problem Resolution Report

NG/CoSD-037

***NORTHROP GRUMMAN***

6. All the new VTC systems provided under these Resource Units will meet the 4 business day (Monday through Friday, 6AM to 6PM, excluding County holidays) interval for service outage break/fix of systems. These services will not be subject to break/fix MASLs. If a particular system is non-operational for more than the 4 business day interval described above, a billing offset will be provided as follows:
  - a. In the case of a VTC system not being restored to service within four (4) business days of receipt of a trouble report, the Contractor will credit the County 1/3<sup>rd</sup> of the monthly RU charge for the failed system. Or,
  - b. In the case of a VTC system not being restored to service within twenty (20) business days of receipt of a trouble report then the Contractor will credit the County one month of the RU charge for the failed system.
7. Requests for systems to operate above 512kbps will be considered, negotiated and engineered on a case-by-case basis.
8. NGT is willing to "buy back" from the County (at Net Book Value) any Tandberg video conferencing system(s) that is currently working on the County's network with the agreement that the County will put the equipment under a VTC Resource Unit to compensate NGT for the purchase and support of the system.
  - a. The net book value calculation will utilize a 60 month amortization schedule, be based on the original purchase price of the system and the date the system was turned up on the County's network (need documentation on date of Customer acceptance and price that was paid for the original system procurement).
  - b. Equipment excluded from this offer includes modules or external systems (ISDN modules, muxes, etc.) purchased specifically to connect to the legacy ISDN network and any other manufacturer's video conferencing systems other than Tandberg.
  - c. Equipment excluded from the NGT buyback/Asset Purchase offer will continue to be supported as currently called out in the Agreement.
9. Bridging/Transcoding services between H.320 (legacy ISDN) and H.323 (new IP) systems during the six month transition period will be provided at no charge to the County users as long as at least one of the participating systems is at a County site during the Transition Period. The transition period will begin the date this PRR is signed and in the case that an order is placed to replace a legacy system during the last 30 days of the transition period, the NG team will extend the no charge transcoding service for that particular legacy system until the legacy system has been replaced.

\*\*\*\*\*

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.



# Problem Resolution Report

NG/CoSD-037

**NORTHROP GRUMMAN**

IN WITNESS WHEREOF, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

NORTHROP GRUMMAN INFORMATION  
TECHNOLOGY, INC.

By: Bruce Petrozza

Name: Bruce Petrozza

Title: Manager, Contracting

Date: 09-15-08

for HUDSON

By: Randolph Pabst

Name: Randolph Pabst

Title: Dir., Contracts

Date: September 12, 2008

### 3.4. Video Conferencing Services

#### 3.4.1 Video Conferencing Services Overview

Video Conferencing Services consists of the activities and functions of providing two-way video transmission between different entities within the County as well as outside of the County.

Video Teleconferencing Services are currently being used in specific areas within some County Business Groups to varying degrees. For the most part these services are used to enable:

- Closed-circuit video conferencing
- Point-to-point communications within County network connected sites
- Point-to-point to external State or Federal sites
- Multi-point hosting of meetings

Because some business operations have been utilizing this technology for a dozen years or more, it has become part of the standard business operations for key critical business functions. However, the existing legacy video teleconferencing environment is primarily composed of aging and outdated equipment which is in various states of disrepair and obsolescence. As such, there is a need to both maintain some support for the older legacy H320 video environment as well as to, wherever possible, refresh and replace the older systems with new standards (IP) based H323 systems.

#### 3.4.2 Video Conferencing Services High Level Requirements

- 3.4.2.1 Provide a complete managed set of affordable and reliable video conferencing systems and services to the County via a new selection of competitive, fair and reasonably priced Video Conferencing Resource Units
- 3.4.2.2 Wherever possible, refresh the County's aging and obsolete systems with these new H323 standards based systems allowing for improved maintainability and usability
- 3.4.2.3 Provide infrastructure systems that monitors and maintains the QOS of the IP network (Gatekeeper) and supports secure off-net IP based video conferences (Border Controller)
- 3.4.2.4 Provide Project Management for the installation of new systems. The installation interval is targeted to be 30 days or less, the actual installation period will be determined after a site review is conducted for that particular system. Mutually agree, with the County requester, what services are considered beyond the scope of basic installation services.

- 3.4.2.5 Provide basic installation which includes the assembly and placement of any furniture (roll-about cart), component or option provided as part of the new VTC system; along with the placement, connecting, configuration and testing of any electronics provided as part of the new VTC system.
- 3.4.2.6 Complex equipment installations for new monitors, such as mounting them to walls or customized cart assemblies will be made available on a T&M basis via either an ISR or using the Video Technician Hourly Rate Resource Unit
- 3.4.2.7 Provide point-to-point, multi-point and ISDN to IP video conferencing services to the County, both inside and outside the County's network
- 3.4.2.8 Provide and maintain the network security infrastructure to support external video conferences for all County departments
- 3.4.2.9 Provide fee-based video bridge for County's use to facilitate ISDN to IP and multipoint video conferences
- 3.4.2.10 Forgive the usage fee for use of video bridge for ISDN to IP video conferences for the six month period of time that is required to refresh the County's older ISDN (H320) based systems
- 3.4.2.11 Leverage the existing IMAR., Helpdesk and framework processes to manage and deliver all services seamlessly
- 3.4.2.12 Provide single point of contact for break/fix call handling
- 3.4.2.13 Provide training to County department personnel for proper operation of hardware and software components & scheduling tool
- 3.4.2.14 Provide network access to new systems by trained and qualified video engineers and technicians to enable remote diagnostics and efficient triage of trouble reports
- 3.4.2.15 Provide access to manufacturer's customer service technical support center to assist County end users on equipment operation and any other questions they may have about the systems
- 3.4.2.16 Provide users access to the Tandberg management system scheduling tool so that County end users can schedule their own video conferences
- 3.4.2.17 Provide software patches and version updates as recommended by equipment manufacturer limited to new systems provided under the VTC Resource Unit(s)
- 3.4.2.18 Provide parts and device warranty, repair and/or parts replacement of all components comprising these new systems
- 3.4.2.19 Comply with mutually agreed upon 4 business day interval for service outage break/fix of systems (four 12 hour periods, Monday through Friday, 6AM to 6PM, excluding County holidays)
- 3.4.2.20 Provide a 5 year (1<sup>st</sup> month and month 61 of new systems) technology replacement/refresh of systems
- 3.4.2.21 Make recommendations to the County for new VTC strategy as new devices, infrastructures and protocols emerge

- 3.4.2.22 Update the current VTC architecture with the new IP based video systems and immediately begin replacement of County selected obsolete non-compliant video conferencing systems
- 3.4.2.23 Provide a selection of video conferencing monitors and other peripherals, such as carts and roll-about, which the County can purchase via the OIPC Catalog
- 3.4.2.24 Provide ability for the County to "sell" back to vendor at net book value selected systems which were purchased directly by the County but which meet the criteria for vendor support under the new Resource Unit maintenance plan (clarification of which systems meet this standard will be made available to the County in a separate document)

### 3.4.3 Current Video Conferencing Services Environment

#### 3.4.3.1 Scope of Environment to be supported

The following further describes the scope of Video Conferencing Services elements to be supported by vendor and with which vendor shall comply

#### 3.4.3.2 Hardware and Software

The County uses H.320 and H.323 reference based Video Conferencing devices. These devices connect directly to the PBX, PSTN, or ISDN (BRI and/or PRI) lines, and are configured for point-to-point or multipoint sessions. Vendor will provide new H.323 Video Conferencing systems utilizing the new video conferencing resource units. Such systems shall require an End-User Data Jack Resource Unit for connection to the Network; Multi-Point Video Conferencing will require an additional Multipoint Video Conferencing Bridge Usage Fee Resource Unit, per site.

The County is presently utilizing this technology in Public Safety Group (PSG), Health & Human Services Agency (HHSA), and Land Use & Environment Group (LUEG). In terms of applications and business functions this technology is used as follows:

- Video Arraignment – Courthouse to jail facility closed circuit conferencing. This is a high visibility critical business and safety application affecting Superior Courts, as well.
- Professional Visits – small group meetings between attorneys, officers and/or clients. Normally, in small private meeting rooms or offices.
- Collaborative Meetings – small to medium size groups hosting one or more County sites for interactive sessions.
- Remote Training – attendance to hosted training sessions, most of which occur at County facilities, but some of which are hosted by the State or Federal agencies. These can take place in larger meeting rooms.

Operations Centers – Situation response operations centers are setup at different locations around the County to respond to Emergency, Medical and Environmental health incidents that require quick activation of these centers for effective coordination and management of critical resources. These are large customized installations of multiple VTC devices with multiple network connections for hosting or participating in numerous conferences or video feeds, simultaneously

Any of the County's existing legacy video conferencing systems which are not refreshed or placed under the new video conferencing resource units under the "reimbursement at net book value" agreement will not be maintained by AT&T under any MASL arrangement but will be supported as they are today on a T&M basis as "best effort".

#### 3.4.4 Video Conferencing Services Requirements, Roles & Responsibilities

The following table identifies the requirements, roles and responsibilities associated with Plan, Build and Operate services.

<b>Plan Requirements, Roles and Responsibilities</b>	<b>NGC</b>	<b>County</b>
1. Produce and submit plans for new, replacement and upgrades to Video Conferencing Services	X	
2. Produce and submit plans for infrastructure systems (Gatekeeper and Border Controller) and network capacities to support IP based VTC systems		
3. Review and approve plans for new, replacement and upgrades to Video Conferencing Services, infrastructure/network systems		X
<b>Build Requirements, Roles and Responsibilities</b>	<b>NGC</b>	<b>County</b>
4. Design and implement new, replacement or upgrades to Video Conferencing Services	X	
5. Design and implement infrastructure systems to support IP based VTC systems.		
6. Design and implement network systems providing 512kbps to each IP based VTC system with Real-Time QOS provisioning		
7. Review and approve design changes and implementation plans to Video Conferencing Services, infrastructure and network systems/circuits		X
<b>Plan Requirements, Roles and Responsibilities</b>	<b>NGC</b>	<b>County</b>
8. Test and deploy approved changes to Video Conferencing Services including infrastructure systems and network services	X	
9. Develop and provide training related to the implementation of new products and services	X	
<b>Operate Requirements, Roles and Responsibilities</b>	<b>NGC</b>	<b>County</b>

Attachment A to PRR-037

10. Provide support, including Break-Fix for new Video Conferencing Services, and limited Break-Fix for legacy Video Conferencing Systems (excluding parts replacement for legacy Video Conferencing Systems)	X	
11. Provide IMAR services	X	
12. Provide and support infrastructure services for point-to-point and multipoint video conferencing, Quality of Service and on-net/off-net video conferencing security.	X	
13. Support new and existing Video Conferencing assets	X	